

## LUMI GJECI

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### EXPERIENCE

2022 – 2023

#### **Relocation of Primary Residence from Albania to USA**

- Reason for Gap: Relocation to the United States, familiarization with the new environment, and processing of all permeant residency documentation.

2020 – 2022

#### **DIVA CLINIC**

**Tirana, AL**

##### **Social Media Management, Coordinator**

- Content Creation - Developing engaging, and informative content related to various treatments, recovery tips, before-and-after transformations and patient testimonials.
- Platform Management - Managing various social media platforms like Instagram, Facebook and interacting with the audience by responding to comments, messages, and inquiries promptly and professionally.
- Educational Campaigns - Creating informative campaigns to educate the audience about different procedures, safety measures and recovery processes.
- Medical Staff Coordination - Working closely with doctors, nurses, aestheticians, and other staff members to ensure seamless communication, optimal patient care, and coordination between different treatment providers.

2018 – 2020

#### **INTOURS ALBANIA, TRAVEL AGENCY**

**Tirana, AL**

##### **B2B Reservations Coordinator and Travel Agent - Incoming Department**

- Coordinating and managing B2B reservations for incoming travelers. Handling bookings, managing relationships with B2B clients, ensuring smooth travel arrangements, and facilitating incoming travel services for business clients through the travel agency.
- Make reservations for client's accommodations, tours, transfers, and other travel-related services ensuring accuracy and timely confirmations.
- Create detailed itineraries and travel plans for group and individual clients, based on their requirements.

2015 – 2018

#### **VODAFONE ALBANIA – CELL385**

**Tirana, AL**

##### **Retail Sales Representative**

- Understanding customer's needs, and providing knowledgeable assistance regarding Vodafone's products, services, plans, and promotions.
- Process sales transactions accurately through the point-of-sale (POS) system, handle payments, issue receipts, and manage inventory effectively.
- Address customer inquiries, troubleshoot device or service-related issues, and provide solutions or escalate problems to higher support levels when necessary.

### EDUCATION

2012 – 2014

#### **FACULTY OF NATURAL SCIENCE**

**Tirana, AL**

##### **Completed Two Years of a Three-year Faculty Program**

- Broad knowledge of informatics and its supporting disciplines and applications.
- Focused discipline in web design and web development.

### ADDITIONAL

- Engaged in continuous online coursework to advance skills in web development, completing courses on and not limited to: HTML, CSS, JavaScript, responsive design, UI/UX principles, and other relevant technologies. Portfolio available upon request.